

Massachusetts Electric Company
Reliability - Outage Frequency (1)

<u>Calendar Year</u>	(a) <u>Customer Hrs Interrupted</u>	(b) <u># Customers Interrupted</u>	(c) <u>Avg # of Customers *</u>	<u>Frequency</u> formula: (b) / (c) <u>Average</u>
1996	1,694,857	1,474,258	1,161,288	1.270
1997	1,633,701	1,287,406	1,175,182	1.095
1998	1,489,774	1,291,802	1,191,012	1.085
1999	1,674,243	1,468,695	1,192,597	1.232
2000	1,759,109	1,384,793	1,203,656	1.150
				← Use for Actuals to 2000 calculation
Average				1.166
STD				0.082
Max level				1.330
25% level				1.248
Average				1.166
25% level				1.084
Max level				1.002

Projected Performance for 2001 (based on actual Jan to Sept and estimated Oct to Dec, 2001)
Frequency = 1.174

Note: Data source - National Grid USA IDS system. Reliability indices exclude 1) All transmission related outages where the Company does not own or operate the equipment, 2) any interruption at the secondary, transformer or service level, or 3) exclusions allowed under the new storm guidelines (any event that causes 15% of customer served in any operating area to be interrupted during the event).

(1) Frequency per Customer Served = # of Customers Interrupted / Average # of Customers.

Massachusetts Electric Company

Reliability - Outage Duration (1)

<u>Calendar Year</u>	(a) Customer Hrs <u>Interrupted</u>	(b) # Customers <u>Interrupted</u>	(c) Avg # of <u>Customers *</u>	<u>Duration (mins):</u> formula: (a) / (c) * 60 <u>Average</u>	
1996	1,694,857	1,474,258	1,161,288	87.568	
1997	1,633,701	1,287,406	1,175,182	83.410	
1998	1,489,774	1,291,802	1,191,012	75.051	
1999	1,674,243	1,468,695	1,192,597	84.232	
2000	1,759,109	1,384,793	1,203,656	87.688	← Use for Actuals to 2000 calculation
			Average	83.59	
			STD	5.15	
			Max level	93.88	
			25% level	88.74	
			Average	83.59	
			25% level	78.44	
			Max level	73.30	

Projected Performance for 2001 (based on actual Jan to Sept and estimated Oct to Dec, 2001)

Duration = 106.03

Note: Data source - National Grid USA IDS system. Reliability indices exclude 1) All transmission related outages where the Company does not own or operate the equipment, 2) any interruption at the secondary, transformer or service level, or 3) exclusions allowed under the new storm guidelines (any event that causes 15% of customer served in any operating area to be interrupted during the event).

(1) Duration per Customer Served (minutes) = Customer Hours Interrupted / Average Customers X 60 minutes.

Massachusetts Electric Company
Lost Work Time Accidents Rate

<u>Calendar Year</u>	<u>(a) LTAs</u>	<u>(b) # of MECo Employees</u>	<u>(c) Hours Worked</u>	<u>Frequency</u> formula: (a)*200,000 / (c) <u>LTA rate (1)</u>
1995	28	2,046	4,100,741	1.37
1996	36	2,023	4,051,779	1.78
1997	35	1,841	3,423,644	2.04
1998	25	1,730	3,534,852	1.41
1999	25	1,626	3,230,384	1.55
2000	25	1,683	3,254,807	1.54
				← Use for Actuals to 2000 calculation
Average				1.61
STD				0.25
Max level				2.11
25% level				1.86
Average				1.61
25% level				1.36
Max level				1.11

Projected Performance for 2001 (rate through September 2001)

LTA Rate = 2.60 MECo

Historical information includes MECo and Eastern Edison only (future periods to include Nantucket Electric)

(1) Lost Time Accident Rate per 200,000 hours worked = Number of Lost Time Accidents x 200,000/Actual Hours Worked. For 1995 and 1996, actual hours worked are estimated based on 2,004 hours per employee.

Massachusetts Electric Company
Customer Telephone Service - Northboro Call Center

<u>Year</u>	<u>Calls Ans</u>	<u><20 sec</u>	<u>%<20 sec (1)</u>	
1997	1,586,454	1,084,896	68.4%	
1998	1,479,346	1,071,754	72.4%	
1999	1,488,413	1,115,436	74.9%	
2000	1,729,859	1,356,490	78.4%	← Use for Actuals to 2000 calculation
Average			73.5%	
STD			4.2%	
Max level			65.1%	
25% level			69.3%	
Average			73.5%	
25% level			77.7%	
Max level			81.9%	

Projected Performance for 2001 (rate through September 2001)
% of calls within 20 seconds 54.30% Northboro Call Ctr

(1) The Percent of Calls Answered Within 20 Seconds is calculated by dividing the number of calls answered by a customer service representative within 20 seconds by the total number of calls answered by a customer service representative during the year. A call is considered answered when it reaches a customer service representative. The time to answer is measured once the customer selects the option to speak with a customer service representative and thus leaves the recordings in the voice response unit.

1997 was the first full year of operation at the Northboro Customer Service Center

Massachusetts Electric Company
Department of Telecommunications and Energy Cases

<u>Year</u>	<u>Combined Cases (1)</u>	<u>Combined Avg # of Resid Customers (2)</u>	<u>Cases Per 1,000 (3)</u>	
1992	1,099	974,062	1.13	MECo & Eastern Ed
1993	1,243	983,064	1.26	MECo & Eastern Ed
1994	1,016	993,757	1.02	MECo & Eastern Ed
1995	1,011	1,004,527	1.01	MECo & Eastern Ed
1996	899	1,013,288	0.89	MECo & Eastern Ed
1997	1,001	1,035,264	0.97	MECo, Eastern Ed and Nantucket
1998	796	1,047,159	0.76	MECo, Eastern Ed and Nantucket
1999	846	1,058,921	0.80	MECo, Eastern Ed and Nantucket
2000	819	1,058,766	0.77	MECo, Eastern Ed and Nantucket
Average			0.96	
STD			0.17	
Max level			1.30	
25% level			1.13	
Average			0.96	
25% level			0.79	
Max level			0.62	

Use for Actuals to
2000 calculation

Projected Performance for 2001 (based on actual Jan to Sept and estimated Oct to Dec, 2001)
Cases per 1,000 customers 1.07 MECo and Nant combined

- (1) Source of case data: Mass DTE Con Div (Electric Company Complaint Rates)
(2) See page 10 of 10.
(3) Cases per 1,000 Customers = Number of Cases / Number of Customers x 1,000.

Massachusetts Electric Company

DTE Billing Adjustments (Between the Company and a Residential Customer)

Year	Billing Adjustments per DTE (1)	Index Factor (2)	Avg # of Res Customers per Month (3)	Rev Adj per 1,000 Residen Customers (4)	Only available Billing and Customer numbers used
1992	\$ 35,801	0.947	974,062	\$ 34.81	MECo and Eastern Ed Only
1993	\$ 32,137	0.873	983,064	\$ 28.53	MECo and Eastern Ed Only
1994	\$ 38,685	0.903	993,757	\$ 35.17	MECo and Eastern Ed Only
1995	\$ 29,710	0.855	1,004,527	\$ 25.30	MECo and Eastern Ed Only
1996	\$ 17,770	0.861	1,013,288	\$ 15.10	MECo and Eastern Ed Only
1997	\$ 22,900	0.876	1,035,264	\$ 19.37	MECo, Nant, and EEdison
1998	\$ 34,112	0.969	1,047,159	\$ 31.57	MECo, Nant, and EEdison
1999	\$ 15,854	1.011	1,058,921	\$ 15.14	MECo, Nant, and EEdison
2000	\$ 39,496	1.000	1,058,766	\$ 37.30	MECo, Nant (EEd combined into MECo)
Average				\$ 26.92	
STD				\$ 8.66	
Max level				\$ 44.24	
25% level				\$ 35.58	
Average				\$ 26.92	
25% level				\$ 18.26	
Max level				\$ 9.60	

Use for Actuals to
2000 calculation

Projected Performance for 2001 (based on actual Jan to Sept and estimated Oct to Dec, 2001)

Billing Adj per 1,000 resid customers 25.22 MECo& Nant

note - the billing adjs reported by the MDTE in 2001 include non-residential billing adjs. The non residential amounts have been removed from 2001 results.

Prior yrs need to be revised as soon as information becomes available from the DTE.

- (1) Source of billing adjustment data: Mass DTE Consumer Division (Consumer Division Adjustments Worksheet)
- (2) See Index for Billing Adjustment worksheet (attached)
- (3) See page 10 of 10.
- (4) Rev. adj. per 1,000 Customers = Billing Adjustments times Index Factor divided by Avg # of Customers x 1,000.

Massachusetts Electric Company
On-Cycle Meter Readings

<u>Year</u>	<u>Meters</u>	<u>Estimated</u>	<u>% Read (1)</u>	
1995	14,384,989	711,827	95.05%	
1996	14,346,387	1,700,521	88.15%	
1997	14,473,119	1,531,557	89.42%	
1998	14,703,857	1,098,071	92.53%	
1999	14,802,838	1,338,426	90.96%	
2000	14,224,275	823,826	94.21%	← Use for Actuals to 2000 calculation
Average			91.7%	
STD			2.7%	
Max level			86.3%	
25% level			89.0%	
Average			91.7%	
25% level			94.4%	
Max level			97.1%	

Projected Performance for 2001 (rate through September 2001)

Percent of meters read 83.1% MECo and Nant combined

(1) Percent Read = 1 - (Meters Estimated / Total Meters).

(includes MECo 1995 to 2000, Eastern Ed 1995 to 2000, and Nantucket 1997 to 2000)